(c) The enforcement setup in the Central Bureau of Narcotics has been reorganised and strengthened. Different Drug Law Enforcement Agencies keep strict vigil over poppy cultivation and stringent, panal measures are taken under the NDPS Act, 1985 for any violation.

**FICCI observations regarding Budget**

1643. SHRI IQBAL SINGH:
SHRI SURESH PACHOURI:

Will the Minister of FINANCE be pleased to state:

(a) whether FICCI has submitted a detailed report to Government listing the anoumalies which have crept into the Budget making it cheaper to import the finished products instead of manufacturing them in the country; and

(b) if so, what are the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) and (b) in their letter dated 19-4-93, FICCI has enclosed a note on the Finance Bill, 1993. The note brings out certain anomalies as perceived by the Federation, in the customs and excise duty structure, as a result of which the rate of duty on the final product is less than on inputs and raw materials. The list of industries covered in the note include Auto Components, Electronic Componets, Tyrcs, etc.

**Improving Customer Services in Banks**

1644. SHRI PARMESHWAR KUMAR AGARWALLA: Will the Minister of FINANCE be pleased to state:

(a) what are the recommendations of the R.B.I. Customer Service Committee;

(b) whether it is a fact that All India Bank Depositors Association has requested Government for the implementaion of the recommendations; and

(c) what steps are proposed to be taken to make the banks customer oriented from the present staff oriented?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) to (c) Reserve Bank of India (RBI) constituted a Committee in September, 1990 under the Chairmanship of Shri M. N. Goiporia, the then Chairman, State Bank of India to study the current state of customer service in banks and to suggest measures to improve performance in this area. The Committee comprised of, among others, the President of All India Bank Depositors Association, Bombay.

The Committee had made wide ranging recommendations (97 in number) covering — (I) improvement of customer service by enlarging the scope of teller services, extending banking hours for non-cash transactions, devising appropriate procedures to render uninterrupted service during business hours, extending facilities for exchange of mutilated and soiled notes, ensuring nomination in all accounts; (II) opening of specialised branches focusing on international banking, industrial finance, small scale industries; (III) making bank employees more responsive and customer friendly by job enrichment, proper training, reward system and more constructive role by employees organisations; (IV) technology upgradation and continuous review of system and procedures in tune with the changing needs if customers; by (V) making bank deposits more attractive by increasing savings bank interest